

**INFORMATION SYSTEMS COORDINATOR COMMITTEE**  
**Special Meeting at the**  
**2004 Information Technology Conference**  
**Scottsdale, Arizona**

**August 25, 2004**

**Attendees by Location:**

Aberdeen Area:	None
Alaska Area:	Richard Hall, Ray Martin
Albuquerque Area:	Joe Lucero
Bemidji Area:	Michael Belgarde, Glenn Janzen
Billings Area:	None
California Area:	Jan Bergemann, Steve Lopez
Nashville Area:	Floyd Dennis
Navajo Area:	Tony Davis
Oklahoma Area:	Kevin Rogers
Phoenix Area:	Lee Stern
Portland Area:	Jon Hubbard
Tucson Area:	Jason Lockwood (Sells), Dave Walton (Sells)
DES:	Val Calder
Headquarters East:	Matt Parkinson
OIT:	Christy Tayrien, Jim Garvie, Bruce Parker, Tom Fisher, Karen Wade, Rob McKinney, Ray Willie, Carl Gervais

Dell Representatives: Kevin Williams, Sarah Holden, Leo Kupper

Meeting began at 5:00PM in the Flagstaff B meeting room at the Paradise Valley Resort and Convention Center. Tony Davis, Navajo Area, facilitated the meeting in the absence of Wes Old Coyote, ISC Chair.

**Dell Presentation on Controller Box**

Sarah Holden, Leo Kupper, and Kevin Williams, Dell Representatives

- Domain controller problems. Sarah began her discussion by stating that the philosophy of computing is you don't have to log into the controller box, you can do it on your workstation as the Exchange Manager. The reason they set it up to not allow persons to have access to the domain controller (server) is because it protects the server from viruses, corruption on file servers, and duplication of these problems to other domain controllers. Have about 9,000 IHS users right now, 80,000 HHS users, and others that have not migrated yet. There is no way to limit your access to just your service area, if you get the access, you have it for the entire system.

The DNS issue where the connection goes down brings up the following question: is it a DNS or VBNS problem? We need to isolate the problem. When it is DNS, we need to go back to the HHS recommendation. We can change the DNS structure where it is forwarded to the alternate server if this is what the ISCs want to do. The California Area stated that they would like to do this. Sarah asked about the availability of the ITSC help desk. Karen Wade said the Help Desk doesn't address these issues, her staff does, and coverage is a problem for all time zones. They have 4 persons on board and the Microsoft engineer on contract. The ISCs need to go through Karen and her staff, not call the engineer directly. If they can't solve it, then Karen will get the engineer on the problem. Sarah said ISCs can call her directly in an emergency situation. However, the IHS does not have a service level agreement, so there is no guarantee that your problem will be fixed in 4 hours. This is something IHS needs to consider. Tony asked who ISCs should be calling, Ray's group or Karen's. Karen said they are to call the Help Desk first, log in the call, and then transfer to Karen's group who has a dedicated line for this help to be provided. Bruce said LeAnn Christianson met with him to address some of the help desk issues, and told Sarah that LeAnn was nationally representing IHS. Leo said they would be contacting the ISCs to see what else is needed, using the thin client as an example.

- IP Addresses. Sarah asked if the individual IP addresses had been corrected in Gallup, Kayenta, PIMC, etc. The problem with duplicate IP addresses has not been addressed in all locations yet. Discussion turned to using duplicate addresses and the reasons it slows down e-mails.

### **Selection of ISC Committee Chair**

Tony Davis notified the group that Wesley Old Coyote was stepping down as the ISC chair due to his current workload and asked the group for nominations for the new ISC Chair. After much discussion the group nominated Kevin Rogers, Oklahoma Area, and voted unanimously to elect him as the new ISC Chair, effective immediately.

### **FTS Costs to Tribes**

Jon Hubbard, Portland Area, had asked the question on the last ISC conference call for input on how other Areas were handling FTS costs to Tribes.

- Rich Hall, Alaska, said they gave it to the Tribes, and the money went with it. Now they aren't providing the service and are asking the Area for it, and the Area is having to seek outside funding to cover the FTS costs. They have a grant and use this to manage the router, but not the lines.
- Steve Lopez said the California Area provides the first 64 kbps. Anything above that, the tribes are responsible for it.
- Floyd Dennis said Nashville has made it an Area office tribal share and they either leave it with the Area or buy it back.

- Kevin Rogers said the Oklahoma Area also sells the service and goes ahead and orders the circuits. They leave it to Finance and Management to decide how it is going to be funded.

### **Approach to Service Pack 2 to Windows XP**

Lee Stern said the Phoenix Area has installed it on several machines and hasn't had any problems. They installed it with the firewall disabled. Matt Parkinson said Headquarters East has not had any problems. Rob McKinney, IHS Senior Information Security Officer (ISSO), said the problems they have seen were with Symantec and HHS NetCheck. There was a need to open the necessary ports for these to work. He recommended that the ISCs install it with the firewall turned off and see how it's going to work. If you want the firewalls turned on he would see what OIT can do to get this to work for them. Kevin asked what is it that the ISCs want to accomplish through this. Rob said there wasn't a big need to push it out immediately. We need to take our time and test it and see what is going to work.

Lee asked who is doing the formal evaluation. Rob said he's been putting something together and Tom Fisher's group will be putting it up on a test server. Lee said the problem is there is no communication as to who is doing the tests and the time frames. Kevin said there is no structured approach to a formal evaluation. Rob said we have a lab set up to run these tests. Tom Fisher added that it would take a month.

Kevin asked if the Areas were expected not to install these things until IHS OIT has certified the products. Lee asked if we would have to wait to address emergency updates for viruses until IHS certifies it. Rob said there were two schools of thought on this issue: 1) there will be instances when we have to address things right away, like Microsoft patches, and 2) there will be other instances when we don't necessarily have to load these patches/updates right away and there will be time to test. There was discussion on whether we should set up a formal test environment with a deadline for issuing certifications.

Lee brought up the issue of PIX firewalls being turned off since VBNS came up. The intrusion detection software is not working. This leaves the IHS as a whole very vulnerable. Jan asked why they were turned off, was it because Dan Largo left? Tom said it was something we did when we went to VBNS. If this is an issue then OIT would address it. Rob said all sites need their own firewall. Floyd and Rich said it needs to go through the network administrator group. This is an area not normally addressed by ISCs.

Tom Fisher said his group will be getting the firewalls and intrusion detection system back into place. Tom said when it is back in place, it will only protect the Area Office, not the facilities that have already converted to VBNS. Lee said the ISCs need to recommend that all smaller facilities have their own firewalls. Rob said smaller sites could look at IP filters and other solutions. Kevin said the telecommunications group needs to provide the solutions/alternatives to address this issue.

Jason Lockwood, Tucson Area, stated that we need to consider what we will be spending now versus what we would have to spend after an attack. We are either going to have to pay now or

pay later. Tom agreed that this was a good point, and they spend hours each day having to block ports where systems haven't been patched.

Lee said the action item would be recommendations for a standard configuration to address this risk from a small, medium, or high volume facility/organization.

Tom Fisher recommended that to secure the network, the ISCs push the patches out locally and work toward getting these completed. Rich said it needs to all come in one recommendation.

Joe Lucero asked if there were contracts in place for these services, such as with Cisco routers. Tom said HHS has something in place where you can lease the router, firewall, and phone line, and it all comes out on one bill. Going this route, you always have the current technology. Kevin said that for our purposes at this meeting, that the OIT put a draft recommendation letter together by the next ISC conference call.

**Action Item:** The OIT will put a draft recommendation letter together by the next ISC conference call to address the firewall issue at the Area and facility levels and provide solutions/alternatives to ensure security of their networks.

### **Proposed Dates for 2005 IT Conference**

The ISCs discussed funding issues with having the conference at the end of the Fiscal Year (FY) and gave the example of LeAnn Christianson, Billings ISC not being able to attend because there were no travel funds at this late date in the FY. Kevin said the VA Camp CPRS (e-health university) conference usually held in May would be an excellent opportunity for the IHS to begin sharing information technology and proposed to have a joint conference with the VA. Jim said Clayton Curtis, VA's IHS Liaison, had talked about doing an IHS track at their conference. The group agreed that we should look at this for next year. Jim told the group about Clayton's role at the VA as the IHS liaison. Jim said that the VA has requirements to attend their Camp CPRS. The Bemidji representative said there was a minimum requirement that facilities send a group consisting of the Clinical Application Coordinator, the IT Super User, physician(s), and a nurse from each site. Discussion turned to the two different VA conferences, the one in Austin that covers VA functions in general, not just health, and the other one that is held in different locations (e-health).

**Action Item:** Jim Garvie will follow up with Clayton Curtis, VA's IHS Liaison, on this proposal to add the IHS IT conference as a track at the VA's e-health university.

### **Other Items for Discussion**

**Wireless Networks.** Keith Longie notified the ISCs the Wireless Network memo went out to Area Directors today. It recapped highlights from the related FIPS PUBS and issued a compliance deadline of December 31.

**Area ISSO Recommendation Memo.** Keith talked about the draft recommendation letter for the Area Director for the ISSO position, asked if the Areas wanted the letter to specify the "full-

time” portion of it. Tony said it would help Navajo Area. Floyd said the security function is residual, it would help to get this language even though they may not have the funding for it. Every security requirement that comes out is an unfunded mandate. Keith asked where they would get the money for this if we make this recommendation. Jan said it’s good to have the recommendation even if we don’t have the funding. Keith added we need to communicate to the Areas the seriousness, importance, and need for the full-time ISSO function. Rich said that we can send this out, but if we don’t provide any funding Alaska will not do it. Jan said at least we will have identified an unmet need if we send it out. Keith asked if the ISSO function could be contracted out. Rob said yes, but Lee said not if it is considered residual. Floyd said in the Nashville Area it is residual.

Keith said that our proposal was to take the HIPAA responsibility and the ISSO draft recommendation to the September Area Director’s meeting, and was asking for the group’s opinion on whether this was the route to take to address this issue. The ISCs said they supported this strategy.

Security Reports. Kevin brought up the issue of the numbers of security reports that Areas are increasingly being asked to provide and requested a list of reporting requirements from Rob. Rob said he was working on it, and would be addressing it in his presentation tomorrow.

Standardized IT Position Descriptions (PD). Kevin discussed the standardized PDs and the need for them in the Areas, specifically at Lawton. Keith said Howard has the CAC PDs at 3 levels. Keith said IT workforce planning has been reassigned to Frank Martin and that we were still working on it.

Diabetes IT Funding. Rich asked about the Diabetes money, Keith said the funds were being distributed today and the specificity required on reporting on use of the funds would be forthcoming in a memo.

Headquarters Reorganization. George Huggins brought up the Headquarters Reorganization and Acting Division Director positions. Keith also pointed out the new Deputy Director position that was going to be advertised and encouraged everyone to apply and share the announcements with others as they come out.

Adjournment - Meeting adjourned at approximately 6:49pm